



GREAT LAKES
Computer
Corporation

A Case for Managed Print Services in a Digital World

With the world becoming digitally enabled, is there
still a need for Managed Print Services?



For many businesses, documents have gone digital. File cabinets are slowly disappearing as the drawers full of papers are changed into 0s and 1s in the cloud. It makes perfect sense. Converting data to digital allows for easy backup and recovery, as well as simplification of data flow between parties. With a decreased need for physical printing, the management of the print function becomes less critical, right? Wrong. While printing remains a critical function for many organizations, those that are relying on it less can still realize the benefits of print management.

Whether your business relies heavily on printing or is reducing print output in favor of a digital workplace, Managed Print Services can add value to your bottom line. This value can be in the form of cost savings, increased equipment life, or even enhanced sustainable business practices that reduce your carbon footprint.

In this eGuide, we answer the questions:

- p3** What are Managed Print Services?
- p4** How do you decide if outsourcing print management is right for you?
- p5** What are the benefits of using Managed Print Services?
- p6** Where do Managed Print Services fit in a digital world?

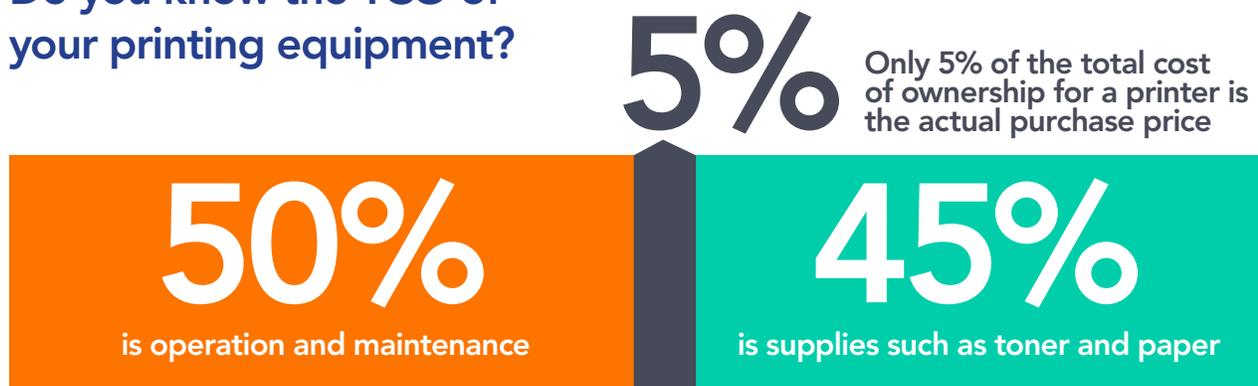
Our Managed Print Program includes toner along with repair and maintenance services, all for about the same amount you pay for an OEM toner alone!

WHAT ARE MANAGED PRINT SERVICES?

Many customers assume Managed Print Services (MPS) are simply a toner replenishment program combined with parts and labor service for their print fleet. They don't realize the impact MPS can have on their sustainability efforts, security, workflow, and bottom line.

MPS programs are designed to meet certain objectives, such as driving down costs, improving efficiency or reducing environmental impacts. Within an MPS program, a vendor takes primary responsibility for managing the overall printer fleet including devices, consumables and service.

Do you know the TCO of your printing equipment?



Managed Print Services is an umbrella term. It includes:

- Thorough needs assessment
- Optimization of new and existing hardware
- Routine printer maintenance
- Toner and print supply monitoring and ordering
- Software and driver updates
- Help Desk support
- Monitoring, analysis, and management of print activity to optimize processes and eliminate waste

Did You Know?

MPS providers can offer toner at discounted rates over office supply depots due to economies of scale in ordering. They can replace supplies as needed, instead of you stocking them.

This group of services is generally wrapped up into a "per page" pricing model. This allows you to pay by usage with the costs it takes to successfully print one page folded into a single rate.

HOW TO DECIDE IF OUTSOURCING YOUR PRINT MANAGEMENT IS RIGHT FOR YOUR BUSINESS.

There are some businesses that rely heavily on printing, such as law and manufacturing. For these industries, Managed Print Services present a clear opportunity for savings. But, for those organizations that are less print-reliant, how can you decide?

Ask yourself the following questions:

1 How much time do you spend on monitoring your ink levels, ordering supplies, and troubleshooting printer issues?

2 What business functions are you not giving your time to when you are dealing with your printers?

3 How much time does your IT staff spend on print-related issues?

4 Could your IT staff be using that time to find ways to enhance or grow your business instead of fire-fighting?

When you think of your work load in terms of what you are doing versus what you should be doing, it's plain to see why outsourcing functions like printing is a smart call.

**Already have
an internal
IT Staff?**

You hired your IT staff to address network issues, protect your data, and be available when you have a problem.

But for every 15 minutes they spend ordering toner or clearing a printer jam, you might begin to wonder if you're using their skill level (and pay grade) as efficiently as possible.



BENEFITS OF MANAGED PRINT SERVICES

Increase ROI

The first step in MPS is a print assessment, the results of which provide a series of actions that will optimize your print operations. Through this assessment, your print provider will consider all aspects of your printing use, including scanning, printing, copying, and faxing. They will be able to identify areas of waste, improper use, and underutilization of assets. By identifying these issues and managing your print flow, you will see increased ROI from your print and MPS investments.

Increased Sustainability

By optimizing printer use and decreasing paper, toner, and energy waste, you reduce the impact your print operations have on the environment.

Free Up Time for IT Staff

Most help calls to IT staff are regarding printer issues. While your internal IT experts are troubleshooting printer issues, what growth projects are they not focusing on? Time spent on printers is time that could be spent on forward-thinking IT projects that can help improve the business. The less time spent fighting fires, the more time to innovate.

Reduce Wasted Admin Time

When you have a variety of equipment in your print fleet, you need a variety of supplies and toners as well. Supply ordering is simple enough, but monitoring the levels and getting them ordered before you run out again saves you from downtime.

Expert Access without Employee Costs

MPS help desk support gives you access to expert technicians that can potentially fix your issue in a single phone call versus an in-house staffer poking at the printer trying to diagnose it. You get the expertise of a trained technician, without paying the employee management costs of hiring one.

Get More from Current Hardware

You have already made the capital investment in a printer fleet. Now, you need to find ways to stretch those dollars as far as they can go. Regular maintenance and updates to printers extend the life of your hardware significantly and reduce downtime. An MPS provider will also streamline your print function by routing the appropriate number of users to the ideal printer.

WHERE DO MANAGED PRINT SERVICES FIT IN A DIGITAL WORLD?

Mobile Workforce

As we see an increasing trend towards a smartphone-enabled, mobile workforce, the print function must adapt. The demands of mobile workers have grown as our workplace becomes more digital. These workers must be able to fully participate in the business workflow, using features like mobile printing and scanning. In response, Managed Print Providers are developing workflow solutions for document transmission that support this participation.

Optimize the Print Function for Processes that Need It

While many documents are going digital, there will still be a need for physical printing. Whether it's contracts, architectural plans, invoices, or thermal printed labels, printers are going to be a necessity for the foreseeable future. Regular maintenance and support is going to extend the life of the printing hardware you rely on. Your MPS will keep your print waste and downtime to a minimum, ensuring your print costs stay in control and your printers keep running.

Encourage Sustainability

If you're moving to digital with the intent of reducing your carbon footprint, MPS can be a valuable tool. MPS analyzes your print function for wasted resources, from paper to toner to machinery. These findings are used to optimize your printing so you get the maximum value from your supplies and hardware while minimizing waste. An MPS will also provide cartridge recycling, so you can be GREEN without getting your hands dirty!!

Whether it be through workflow solutions, mobile print and capture, or advanced analytics, Managed Print Providers are expanding value-added technologies that improve customer print investment ROI.

Today, users receive greater value from their print spend than ever before. Print solutions are tightly coupled with the customer's business from a solution strategy and business outcomes perspective, driving new efficiencies and productivity in the digital workplace.

Gartner, Market Guide for Managed Print Services
in the Digital Workplace, 2017

Great Lakes Computer Corporation Managed Print Services can save you money.

Our MPS includes toner along with repair and maintenance services, all for about the same amount you're paying for an OEM Toner alone! Outsourcing your printing makes smart business sense.

What you can expect

All-inclusive plan: everything is included except the paper (i.e. toner, maintenance kits, all parts, labor, etc.)

Gain 10 - 30% cost reduction on overall printing costs

Billed on a "per page" basis - how much you pay per month will depend upon how much you print, with NO MONTHLY MINIMUM

Preventative printer maintenance to increase uptime and reduce printer repair service calls

Automated print supply ordering and trouble notification

Less IT involvement with printing problems

Precise management of print resources to control and reduce print cost

Remote printer monitoring that enables us to catch problems early and resolve them more efficiently

Let us look at your current print operations, and help identify where you can save - schedule a free, no obligation assessment today.



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greatlakescomputer.com
800-899-4522 (800-899-GLCC)
sales@grlakes.com

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